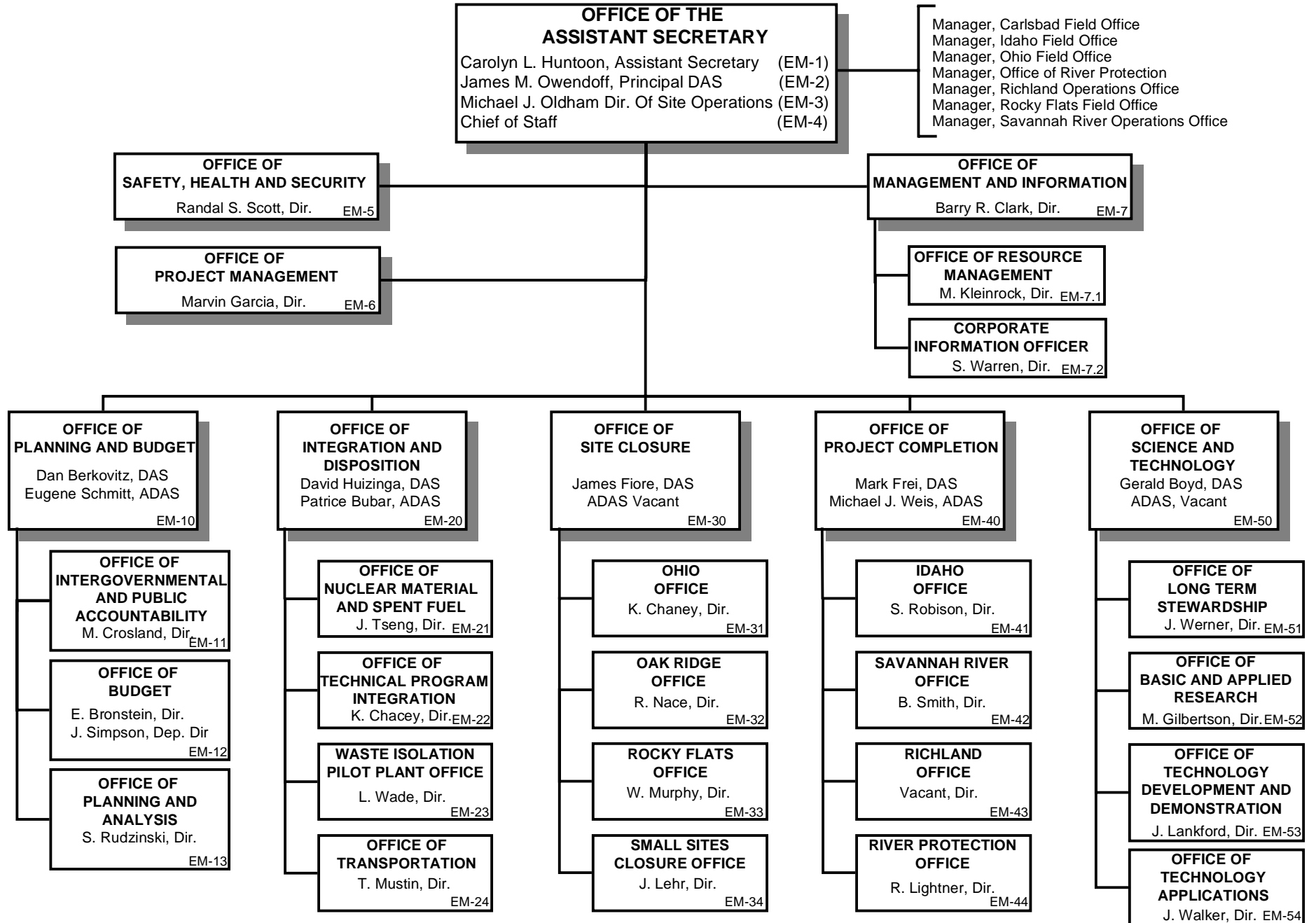


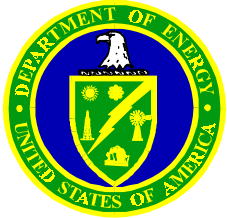
OFFICE OF ENVIRONMENTAL MANAGEMENT LESSONS LEARNED PROGRAM



Mary C. McCune
EM Lessons Learned Program Manager
DOE Society for Effective Lessons Learned Sharing
October 18, 2000

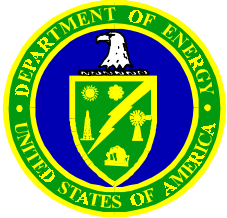
OFFICE OF ENVIRONMENTAL MANAGEMENT





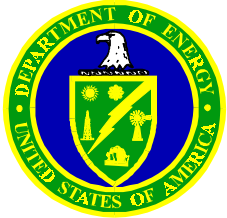
WHY AN EM LESSONS LEARNED PROGRAM?

- **Focus on EM specific business and functional areas.**
- **Filter lessons learned information and trend data.**
- **Comply with DOE and EM FRAMs.**
- **Promote sharing of knowledge, innovative technologies, and good work practices.**
- **Increase communication among EM sites.**
- **Improve efficiencies and effectiveness, reduce risk and waste, and accelerate project closure.**



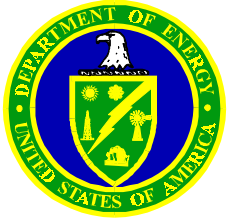
GAINING MOMENTUM

- **Established an EM LL web site, database, and list server.**
- **Gaining more and more recognition and support from EM management and staff.**
- **Providing on-the-spot awards as incentive to utilize LL.**
- **Evaluating LL program activities as part of independent program and project reviews.**
- **Including LL language in EM Guidance Documents.**



GAINING MOMENTUM (continued)

- **Incorporating LL language into contracts and performance measures.**
- **Incorporating LL program participation requirements into individual performance criteria.**
- **Requiring LL be provided as part of mid-year and year-end program reviews.**
- **Including LL as part of Monthly Site Safety Profiles Report to EM Management and Deputy Secretary.**
- **Providing forums to specifically exchange LL information.**



BENCHMARKING/MENTORING ACTIVITIES

Motorola

J.M. Huber Corporation

Port of Seattle

BNFL

NAVFAC

DoD Army Programs

Zurich Insurance

BAE Systems Marine (UK)

NASA

FDIC

In-house: DOE OH, DOE AL, GC, DP



It is your learning, your willingness to share and your desire to benefit from the sharing of others...

Welcome to the Office of Environmental Management's (EM)
Lessons Learned Program Website!



General Info

Learn the history and background of the EM Lessons Learned Program and review links to related resources.



Lessons Learned

Access the Lessons Learned database and/or submit a new lesson of your own.



What's New

Keep up-to-date on recently published lessons learned and other hot topics.



Points of Contact

Expand your information-sharing network by accessing lessons learned contacts located throughout the DOE complex.



The EM Lessons Learned Program promotes the sharing of knowledge across the DOE complex with specific emphasis on lessons learned relevant to environmental management business and functional areas. The result of which are improved efficiencies and effectiveness, reduced risk and waste, as well as acceleration of remediation project closure.

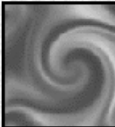
The benefits of information sharing via the EM Lessons Learned Program include:

- Improved Safety
- Enhanced Cost Effectiveness
- Greater Efficiency
- Better Operational Results
- Fewer Repeat Mistakes

Lessons Learned Search Database - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address  http://www.em.doe.gov/lessons/dbform.html 



SEARCH FOR A LESSON


SEARCH FOR A LESSON

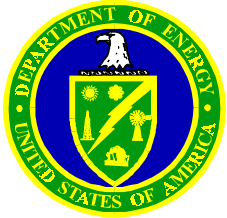
Keyword Search*

* You may either conduct a search using the key word search option immediately, or you may use the options below to conduct a more specific search. Please note that a selection must be made for each category (excluding keyword). For best results, deselect "all" when choosing individual fields in a category.

Please note: Some of these documents may be in PDF format. To view, users must have [Adobe Acrobat Reader](#) installed on their PC.

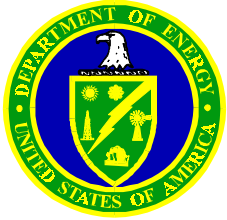
Project Type <u>Definitions</u>	Functional Area <u>Definitions</u>	Operations Office	Date <u>Definitions</u>
<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> All
<input type="checkbox"/> Facility Disposition	<input type="checkbox"/> Baseline/Cost Estimating	<input type="checkbox"/> Albuquerque	<input type="checkbox"/> 2000
<input type="checkbox"/> General Maintenance/Operations	<input type="checkbox"/> Contract Management/Procurement/Privatization	<input type="checkbox"/> Carlsbad	<input type="checkbox"/> 1999
<input type="checkbox"/> Soil Remediation	<input type="checkbox"/> Decontamination & Decommissioning	<input type="checkbox"/> Chicago	<input type="checkbox"/> 1998
<input type="checkbox"/> Ground Water Remediation	<input type="checkbox"/> Emergency Management/Response	<input type="checkbox"/> Idaho	<input type="checkbox"/> 1997
<input type="checkbox"/> Surface Water Remediation	<input type="checkbox"/> Employee Training/Qualifications	<input type="checkbox"/> Nevada	<input type="checkbox"/> 1996
<input type="checkbox"/> Waste Treatment	<input type="checkbox"/> Facility Operations/Management	<input type="checkbox"/> Oakland	<input type="checkbox"/> 1995
<input type="checkbox"/> Waste Disposal	<input type="checkbox"/> Health & Safety	<input type="checkbox"/> Oak Ridge	<input type="checkbox"/> 1994
<input type="checkbox"/> Waste Packaging	<input type="checkbox"/> Information Management	<input type="checkbox"/> Ohio	<input type="checkbox"/> 1993
<input type="checkbox"/> Stewardship	<input type="checkbox"/> Pollution Prevention/Recycling/Waste Minimization	<input type="checkbox"/> Richland	
	<input type="checkbox"/> Process Improvement/Expedited Cleanup	<input type="checkbox"/> Rocky Flats	
Document Type <u>Definitions</u>	<input type="checkbox"/> Project Planning	<input type="checkbox"/> Savannah River	
<input checked="" type="checkbox"/> All	<input type="checkbox"/> Regulatory Compliance/Interaction	<input type="checkbox"/> Headquarters	
<input type="checkbox"/> Lessons Learned	<input type="checkbox"/> Reporting/Performance Measures	<input type="checkbox"/> Additional (EPA, U.S. Army Corps of Engineers, etc)	
<input type="checkbox"/> Abstracts	<input type="checkbox"/> Stakeholder Involvement		
<input type="checkbox"/> Case Studies	<input type="checkbox"/> Technology Deployment/Technology Transfer		
<input type="checkbox"/> Community Interest	<input type="checkbox"/> Transportation		
	<input type="checkbox"/> Waste Management		

 Internet

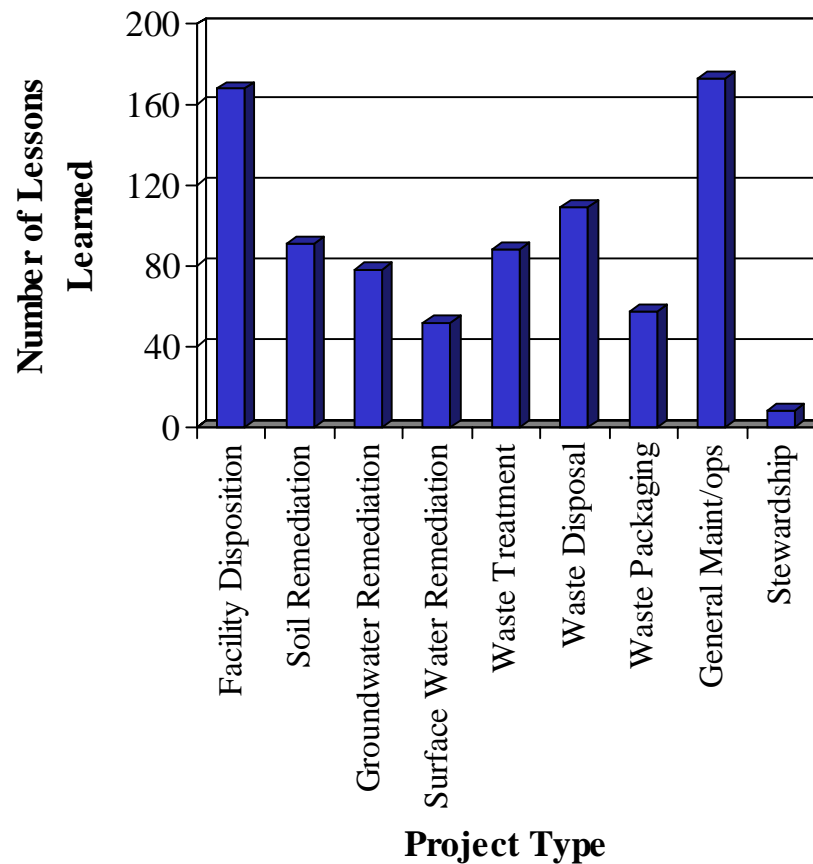


EM LL WEBSITE INFORMATION

- **Database is in PL Web Turbo 2.6**
 - **Web-based information retrieval service that uses keywords and categories to search Database.**
- **Website housed on DOE Oak Ridge Server**
 - **Database housed on separate server, allowing us to update information quickly, maintain full control of database, and automate the process.**

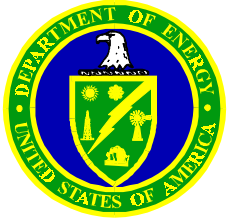


EM LESSONS LEARNED DATABASE PROJECT TYPE INVENTORY

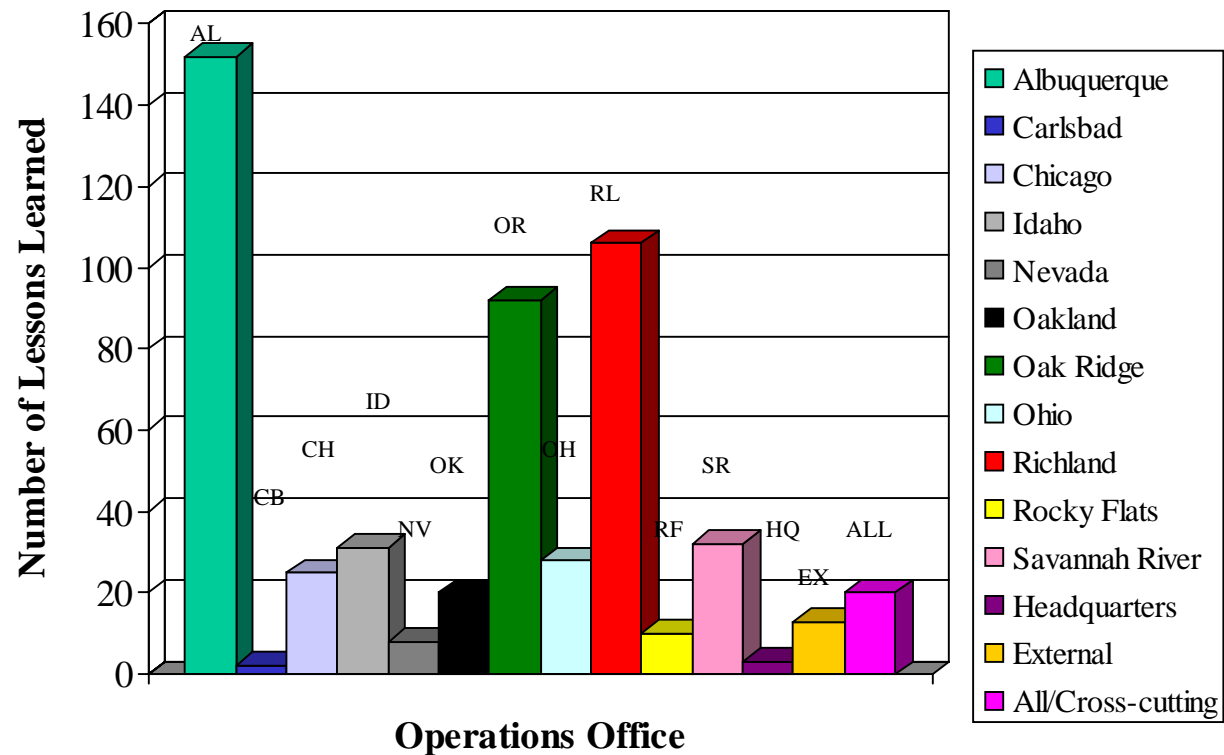


* Note: A Lesson Learned or Abstract may be categorized under more than one project type.

Total No. of Lessons Learned & Abstracts = 529

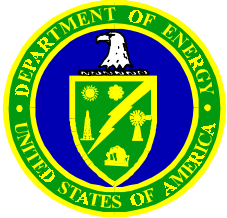


EM LESSONS LEARNED DATABASE OPERATIONS OFFICE INVENTORY

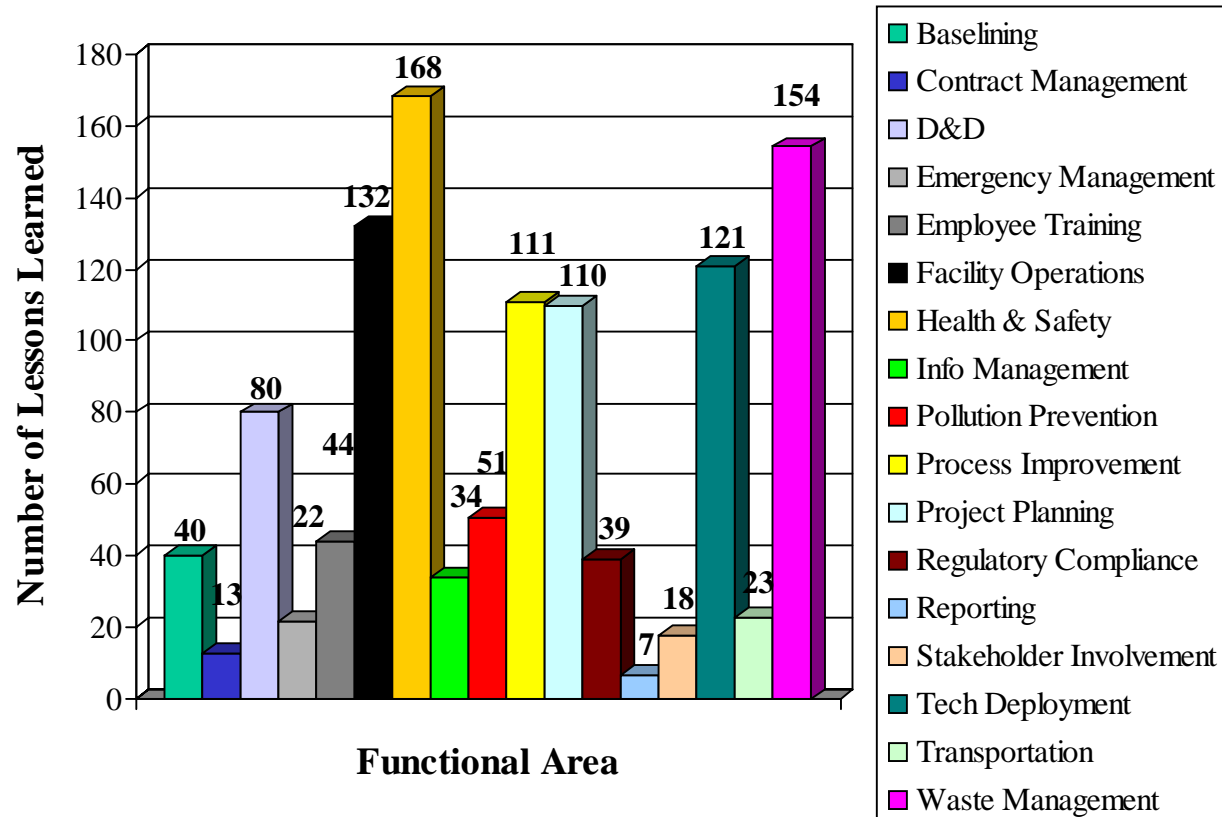


* Note: A Lesson Learned or Abstract may be categorized under more than one operations office.

Total No. of Lessons Learned & Abstracts = 529

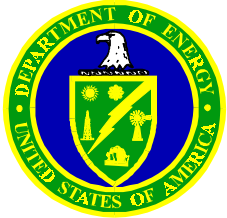


EM LESSONS LEARNED DATABASE FUNCTIONAL AREA INVENTORY

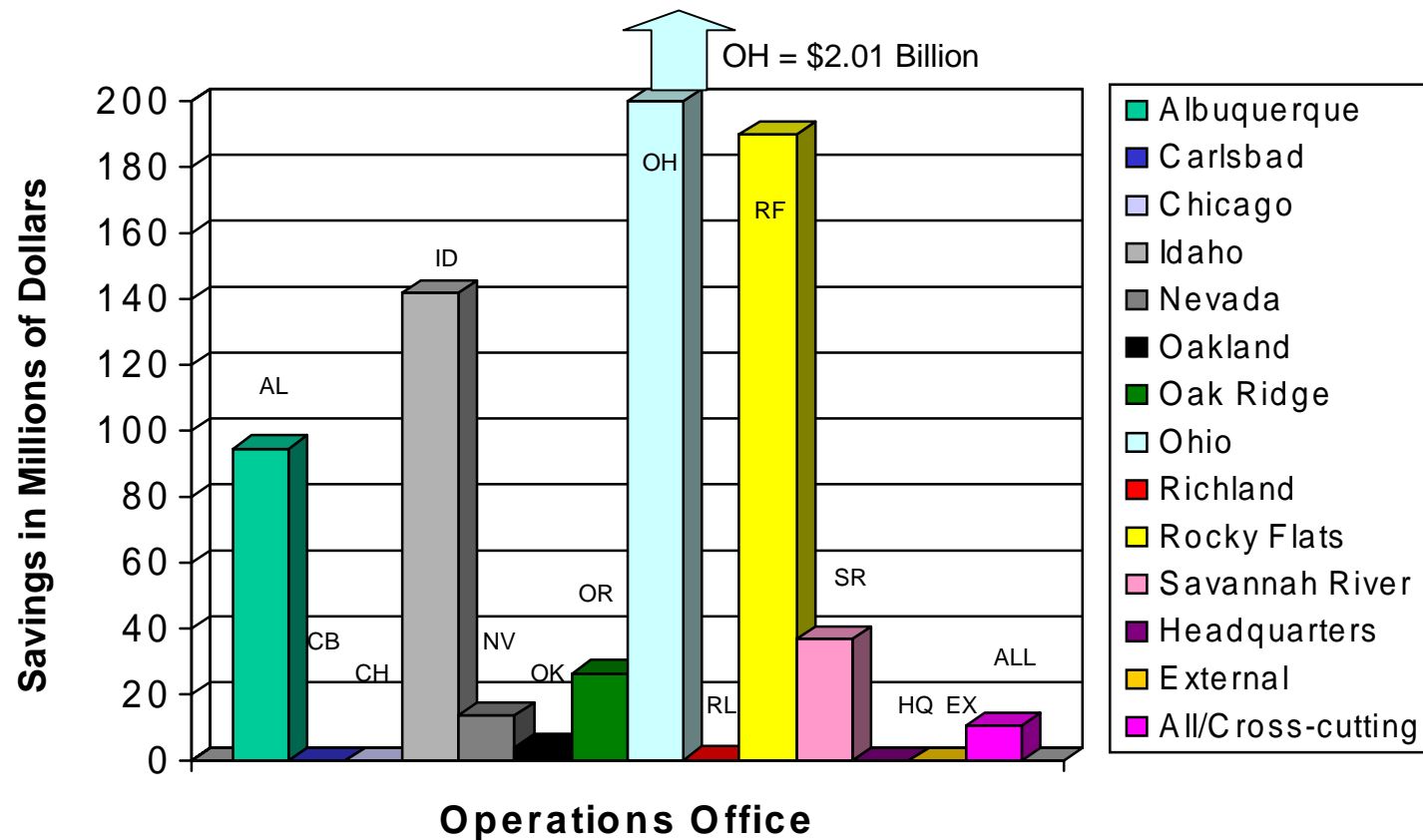


* Note: A Lesson Learned or Abstract may be categorized under more than one functional area.

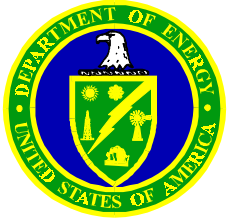
Total No. of Lessons Learned & Abstracts = 529



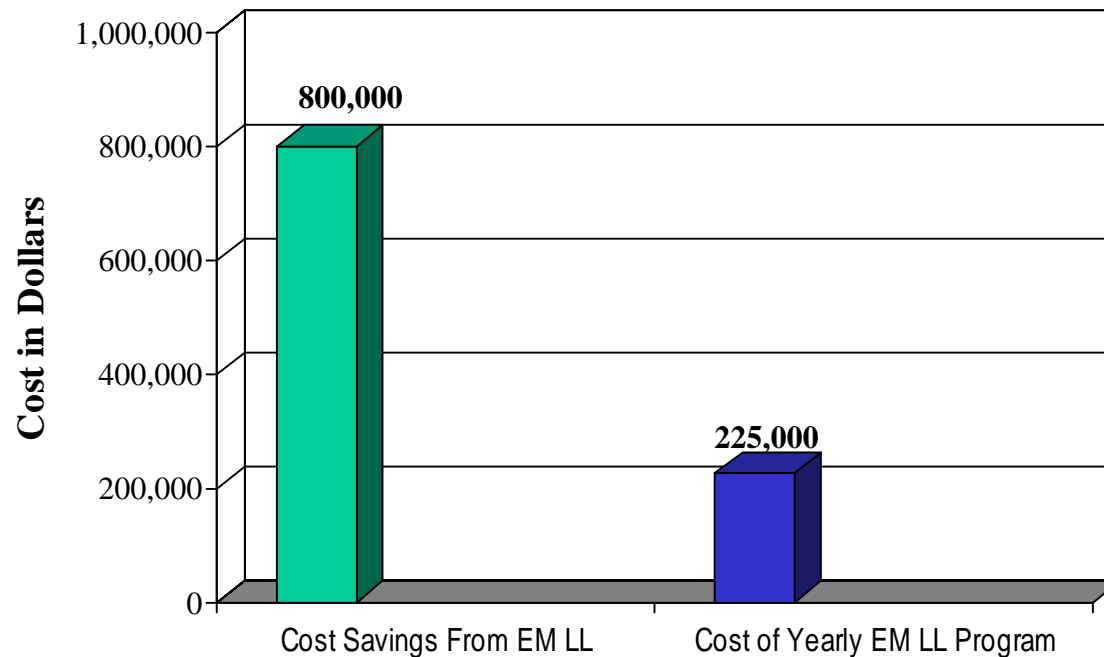
TOTAL COST SAVINGS DOCUMENTED IN THE EM LESSONS LEARNED DATABASE



Total Amount Saved: \$2.5 Billion

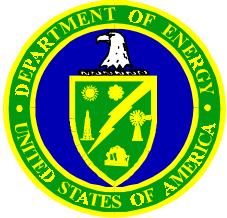


COST SAVINGS COMPARISON OF UTILIZATION OF LESSONS LEARNED (LL) VERSUS EM LL PROGRAM COSTS



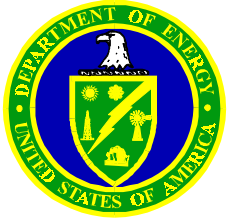
**Cost Savings From Utilization of LL Versus Cost of
Funding EM LL Program For 1 Year**

Total No. of Lessons Learned & Abstracts = 529



TECHNIQUES USED IN GAINING MANAGEMENT SUPPORT

- **Initiated Monthly Presentations to Managers**
- **Conducted Interviews with Individual Managers**
- **Established LL Working Group**
- **Held Open Houses**
- **Exhibited LL Display at Forrestal, Cloverleaf, and Workshops and Conferences**



TECHNIQUES USED IN GAINING MANAGEMENT SUPPORT (continued)

- **Wrote articles for activity reports and program newsletters**
- **Got on Agenda for Program Managers Conference Calls and Meetings**
- **Developed and Posted Monthly Newsletter - Water Closet Chronicle**

Most important point to remember: *Sell the Manager on what the program can do for him personally not what he can do for the program.*



Water Closet Chronicle

(A Monthly Lessons Learned Newsletter)

October 2000



Watery Eyes? Runny Nose?

Spring may be the main season for allergies to blossom, but fall, with a whole different set of blooming plants, as well as leaf mold, is a close second. In addition to treatments such as taking allergy shots or other medications, you can reduce your allergic misery if you take steps to keep the culprits out of your house. For seasonal allergies caused by plants and trees, keep windows shut and the air conditioner on. Purchase an air filter to clean out pollens, molds, and dust. Have someone else do the vacuuming or buy a machine designed to reduce dust emissions. Use mattress and pillow covers to provide a barrier between you and the dust mites in your bed. Wash your hair every day to rinse off dust and pollen and don't forget the pets if they stay indoors. You won't be able to eliminate every allergen from your home, but taking certain steps can make it a more comfortable place during the peak of allergy season.



West Nile Virus



Our August 2000 issue warned of the dangers of the West Nile Virus. Since birds infected with the virus have been recently found in our area, we want to again caution everyone to be aware and take the necessary precautions to protect yourselves. Maryland residents wishing to report birds that have died within 24 hours can call the State Hotline number (1-888-584-3110).

Can I Go?

The U.S. Department of Transportation, Volpe National Transportation Center, is hosting the DOE Society for Effective Lessons Learned Sharing (SELLS) Fall Workshop in Boston, MA, October 17-19, 2000. Perfect timing for the fall colors of New England. The theme for the workshop is transportation and environmental lessons learned. DOE Federal and Contractor representatives from EM, EH, and DP organizations at DOE HQ and Field Offices, as well as employees from DOT and private industry, will be sharing information about lessons learned program initiatives.



\$\$\$ Savings



In 1998, DOE OH awarded a Low-Level Waste Disposal Contract to Envirocare of Utah. The contract was based on a low cost for soil shipments with an incentive to ship debris with the soil in a 9:1 ratio (soil to debris). This incentive allowed the debris waste to be priced at the lower soil rate. DOE OH actively pursued clarification of the 9:1 contract language and worked out a contract modification with Envirocare so the entire DOE complex may share in the 9:1 cost savings. This modification would enable smaller sites, without the capacity to mix their own soil and debris, to coordinate shipments of debris with large shipments of soil from larger generators. The contract limitations require the 9:1 ratio shipments be within 7 days of each other. West Valley, by coordinating a rail shipment of debris to Envirocare within two days of a Fermak unit train shipment of soil, saved approximately \$44,000. An earlier simultaneous shipment resulted in a savings of \$12,000. The total cost savings realized this year utilizing the 9:1 contractual incentives is approximately \$56,000. Sites throughout the complex (large and small) that ship soil and/or debris to Envirocare should take advantage of the Ohio contract. Contact Margaret Lachman at the Ohio Field Office on 937-865-3128, for more information.



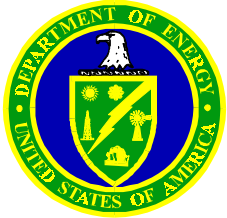
Atta Boy - ah - Girl!



This month, our admiral's award goes to Paul Blom of EM-31, and Margaret Lachman, DOE Ohio, for their roles in the Cost Savings Incentive at the DOE OH, and for sharing their lessons learned. Paul, you should have asked for a percentage on the \$ savings. Congratulations

Quote of the Month

"Human beings, who are almost unique in having the ability to learn from the experience of others, are also remarkable for their apparent disinclination to do so."



NEXT STEPS

- **Develop and Implement EM Lessons Learned Guidance Document.**
- **Establish an EM Site-Wide Lessons Learned Working Group.**
- **Expand Incentive Program**
- **Develop and Implement a Lessons Learned Training Course.**